



Submission Time: August 5, 2022 10:29 am
Browser: Chrome 103.0.5060.134 / Windows
Unique ID: 994018734

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Robert Carvell
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	2940 Grave Hill Road Oneida, TN 37841
Complainant Phone	(570) 871-7987
Complainant Email	robbiecar@thekingsways.org

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Road Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	sarahkirkland@solar titanusa.com

About the Incident

Incident Date Jun 14, 2022

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

On 3/7/22, I signed up for a 5KW PV system to be installed at the above location in Oneida. The Solar Titan crew were very quick in getting the panels installed on our roof and I was pushed to approve the \$40,500 payment to Solar Titan on or around 3/17/22 from Enerbank. The rest of the installation and set up including inspections took a little longer and the system was fired up in mid-May. Included in the purchase was an app from Generac, the fabricators of the system, that allows me to track the usage and output of the system. Payments to Enerbank start in April 2023.

The sales presentation on 3/7/22 by Kaylee Roberts was fairly thorough. At first, we were not convinced that this was the best course of action for us, but eventually came around. The primary points that moved us were that

- a) We could use all the power generated ourselves
- b) Excess power generated could be sold back to the power company
- c) Therefore, pretty much all of our money going to pay for the electrical bill could then be used to make payments on the solar installation.

For approximately a month from mid-May to mid-June I was keeping an eye on the Generac reports, and it looked good. I wanted to make sure that I had the correct meter installed to register electricity generated by our system that was going back into the grid. I contacted Solar Titan customer service department to ask what I should say to Plateau Electric, our electric utility company, and it became very confusing very quickly. I thought I was asking a simple question, but they just could not answer me and kept trying to set up an appointment with Plateau Electric for something that had already occurred. Eventually a Solar Titan technician showed up at my door on June 14th. From that date on the Generac reports showed a drop of almost one half of my system's output. Both electrical bills I have received since then are not sufficiently lowered to make this system financially viable.

Amount involved? 40500.00

How did you pay? Other

Was this product or service advertised? Yes

When February / March 2022

Where On-line

What would you like the business to do?	I would like Solar Titan USA to remove any and all solar panels and associated equipment from my property as soon as possible and return the \$40,500 to Enerbank.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	I wrote a letter sent by USPS to the COO Sarah Kirkland
When did you make contact?	7/29/22
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Danielle Streeter
Job Title	Customer Experience Advocate, Generac Power Systems
Phone	(888) 436-3722
Email	danielle.streeter@generac.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	2
File #1	https://stateoftennessee.formstack.com/admin/download/file/13152790685
Supporting text about the file#1	Letter from myself to Sarah Kirkland COO
File #2	https://stateoftennessee.formstack.com/admin/download/file/13152790688
Supporting text about the file#2	Email sent from Generac and forwarded to SolarTitan USA with explanation from myself

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: August 4, 2022 10:59 pm
Browser: Chrome 103.0.0.0 / OS X
Unique ID: 993833343

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name David Evenson Evenson

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 618 S 13th St
Nashville, TN 37206

Complainant Phone (310) 256-0998

Complainant Email dave.evenson2@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email jessicapowers@solartitanusa.com

About the Incident

Incident Date	Jul 15, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts,
with dates**

So my complaints begin in late January after the panels had been installed, but were waiting for paperwork to be sent to NES to do the next step in the panels/battery being turned on. After a few phone calls to the Knoxville office I didn't get through to anyone and never got a returned phone call. One Feb 23rd I messaged Jason Horton (who was the salesmen) explaining it had been three months of zero communication from anyone at Solar Titan. He says he sends my complaint to corporate and then get a call explaining they are waiting on NES. A week goes by and then I decide to inquire with NES. After a few transfers I finally get to the proper dept. I explain what my issue is and who I got panels from and his response was quite telling "ehhhhh". He says Solar Titan had been sent an application correction 18 days prior and no one had responded. Earlier that day on March 9th I made my first statement to Solar Titan requesting a full refund and the panels to be taken off. I got zero response. Over two weeks go by and still no contact from Solar Titan and I message them on March 28 explaining NES had approved my application. Two days go by and no message from Solar Titan and after multiple phone calls I finally get through and there response was "we are happy to report your application was approved", which I responded cuz I've done all the legwork to get it this far. April 6th I again ask Jason Horton for a full refund, but no response. On April 7th I finally get a docu sign from NES for approving of the panels/battery and to be allowed to turn the battery on. Solar Titan. Now after signing this I tell Solar Titan what I had received and they said I'm good to go. 10 days go by (April 19th) and then finally hear back from Solar Titan explaining their engineer will be meeting with NES on April 27th for final inspection. The final inspection goes smoothly and the battery is turned on that Wednesday (4/27). I email Jessica Powers at Solar Titan multiple times asking about the app to monitor the panels/battery usage and 9 days later and told her colleague was to reach out to me. I email back and get no response. Two weeks later (May 24th) I email Solar Titan with my current electric bill and inquire why it went up from months prior when the battery wasn't even on. I get passed to customer service who calls me the following day and ask for that month's bill. I send and am told the meter reading will be correct going forward. Well, the following month of June jumps up to \$108 for NES. I again reach out to Jason Horton and he asks for a copy of the bill, which I send both May and June. Move to July 5th and ask what they are doing up my surging electric bills and get the "we filed a ticket". I again ask for a refund on July 8th and get no response. We now move to July 11th and that's where I reach my boiling point. I get a bill for \$288 from NES. I send it immediately to Jason Horton & Jessica Powers. On July 15th I receive a call from Dale Roden. He asks about my complaint, which I explain my absurdly high electric bills. After a few minutes he says it is my fault for buying a cheaper battery. I explain that Jason Horton knew three people would be living there as well as us having an electric vehicle. He says Jason didn't know the system needed, which I responded why is he the "salesmen" then. Dale asks for recent electric bills, which I send him the past three. I text and email him and have not heard back from him to date. I emailed Jessica Powers and Jason Horton once again two days ago asking for a refund and no response has been

given. By my count through text/email/phone I have asked for a refund over 12x over the course of five months.

Amount involved?	28000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	Take panels off house and a full refund, including five months of payments towards the loan
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jessica Powers, Dale Roden, Jason Horton, Melisa Preston
When did you make contact?	Beginning on March 9 thru Aug 2nd
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other:	I was contacted my Mr. Keen from the consumer affairs dept

Attachments

How many files are you uploading?	1
File #1	https://stateoftennessee.formstack.com/admin/download/file/13150496111

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: August 4, 2022 8:59 pm
 Browser: Safari 15.6 / OS X
 Unique ID: 993812257

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name John Timothy Davis

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 179 Clifftop Dr
Hendersonville, TN 37075

Complainant Phone (615) 822-1799

Complainant Email dtj5@hotmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 North Peters Road
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email jessicapowers@solar titanusa.com

About the Incident

Incident Date Aug 04, 2022

Category 14 - Scams - Imposter Business/Family/Friend

Give a complete statement of the facts, with dates Solar Titian USA installed two systems at my home location around April, 2021. As of August, 2022 the system has not been put in service.

The company does not return phone calls and as of lately no one answers their office phones.

Amount involved? 1007000.00

How did you pay? Other

Was this product or service advertised? Yes

When ?

Where ?

What would you like the business to do? Remove the system and refund all money that has been paid to date.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Jessica Powers

When did you make contact? Monthly since June 2021

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Mary N Davis

Job Title Retired

Phone (615) 397-8962

Email nd179@myminiworld.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: July 29, 2022 4:46 pm
Browser: Mobile Safari 15.5 / iOS
Unique ID: 991562297

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jakob Myers

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 901 Festival Lane
Knoxville, TN 37923

Complainant Phone (865) 282-7568

Complainant Email jakobmyers23@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Road
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email jessicapowers@solartitanusa.com

About the Incident

Incident Date	Jul 29, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts,
with dates**

My customer experience with Solar Titan USA has been hands down the most horrible experience I've ever encountered with any contractor. Not only is their work not quality in nature, but their ability to communicate is nearly non-existent.

December 2021: When they came to install the solar panels on the roof, they had me sign-off on the placement of the panels. However, their installers then took "creative liberty" and installed them outside of the scope of what we had just agreed upon. Even worse is that they did so without discussing this with me and then just packed up and left. I was home the entire time so they could have easily knock on the door to discuss any changes. Furthermore, due to the change in configuration, some of the panels are now in the shadows during parts of the day thus affecting energy production. They also left a large amount of small nuts, bolts, and washers scattered throughout the yard that could have been a safety issue to my dogs and young children (had I not found them and painstakingly picked each one up).

When I reached out to Solar Titan to discuss my dissatisfaction I was rightfully upset, not belligerent, but assertive and direct. For weeks, after multiple attempts, the company failed to address my concerns or communicate anything with me. I heard NOTHING from them. I then contacted the Solar Titan salesman that sold us the system. He assured me the system would still generate the promised production, but there was no word from anyone else with Solar Titan. In an effort to move the project forward, I told him that if the system generated the promised energy let's keep it as configured and move forward with the installation.

February 2022: Next a technician came to fasten the whip cable from the panels on the roof down the side of the house. Yes, we expected this large cable to be be unsightly. But we were shocked to see that they positioned the cable to not be anywhere close to a vertical line from the roof down to the ground. It looks as if there was no attempt whatsoever to make this look as orderly as it could have. They screwed brackets into the vinyl siding leaving a ridiculously crooked cable. By the time we saw this there was nothing that could be done. They had already come and gone.

February 2022: Next was the battery and control unit installation. Evidently the system configuration I was sold would've only allowed the panels to generate power if the grid was active. This was not my motivation for going Solar so this was another issue that had to be addressed. It was addressed satisfactorily, however, at my expense. We had to purchase an additional automatic transfer switch for the unit to be independent of the main electrical grid. This was not a part of the package we were sold and an unexpected expense.

February 2022: Next when the automatic transfer switch was installed the installer cut a large hole through the drywall in our dining room wall to the outside of the house. This was discussed with me and said to be

necessary. I agreed, although I was not thrilled that this was required in order to proceed with the installation. The result was an excessively large hole on both the inside and outside of the house (through interior drywall and exterior vinyl siding). The hole from the outside was cut too large. So then the installer very sloppily put about a 2 inch wide glob of silicone between the unit and the vinyl. This is not at all satisfactory and looks terrible, not to mention is not at all energy efficient. On the inside of the house, he then screwed the drywall back in place (in multiple puzzle-like pieces) but, now we can literally see daylight from outside through the numerous cuts in the wall. The installer said it was Solar Titan's guidance to him that the customer have someone fix it and send Solar Titan USA the bill. Seriously?! This made no sense to me and was rather questionable. But what could I do at this point? I was told he had to cut the hole in wall in order to proceed with the installation.

March 2022: We filed a complaint with the BBB. Once filed, Solar Titan started making an attempt to communicate. However, it was quickly apparent that they would just call and "say one thing and do another" or send someone to our house to only leave with nothing more done.

March 2022: Solar Titan informed us that due to battery being relocated they would have to dig a trench around 3/4 of our house. They started this work and left us with gigantic holes around the left side and entire back side of our yard. We made repeated requests for the trench to be filled. It was especially dangerous with our children and pets, as they could have been injured.

April 2022: Solar Titan met the state inspector at our property. The inspector noted many items that needed to be resolved before re-inspection. A list of items was provided to Solar Titan. During this visit the inspector said we could not expect to be able to power our whole house off of the system they installed. At the time of purchase, we were informed by the salesperson that the system we were purchasing would be sufficient for this goal. It is the sole reason we chose to have solar.

May 2022: A technician came to work on the punch list per the state inspector. During this visit they broke part in the battery case. They said they had a replacement part at their shop in Knoxville and they would come back soon to replace that part. They never came or called to replace the part the Solar Titan technician broke. We questioned if our system would adequately produce enough energy to power the whole house. The technician would not confirm or deny.

June 2022: The trenches were finally filled with dirt. The flower beds were filled with the incorrect color of mulch twice. When the technician attempted to lay the correct color mulch they covered the trench in the grass with mulch also. Several weeks later they returned to remove the mulch in the grass and left the flower bed covered in light brown cedar instead of dark brown mulch. This has yet to be fixed.

June 2022: A new technician from Solar Titan visited to check the battery box. They said the system would not connect to Generac. They confirmed the replacement part had to be ordered, they did NOT have a part on hand. This part has yet to be replaced after numerous requests for an update.

June 2022: A staff member at Solar Titan (Jessica Powers) called to offer a \$950 reimbursement payment to cover the months we've been paying on the note for the system. We agreed to accept that payment, however, we've not yet received it and can not seem to get an update as to when we will.

Since my previous attempts to directly communicate my initial dissatisfaction to Solar Titan we're unacknowledged, I tried addressing the final steps needed for completion (and now the damage to my property) using "kid gloves." I contacted them and very gently explained the situation, but yet again I received zero response. I've tried following up- NOTHING. Every time we either don't get a response, we get the run around that "someone will get back to us," or they send a technician out to do nothing but inform us of the same unresolved issues we were aware of previously, or they create additional damage to our property and/or the system.

To make matters even worse, I'm already paying for a system that DOES NOT WORK and I'm still paying my current electric bill. There is no acceptable reason for the company to treat customers this way. I would absolutely NEVER recommend this company to anyone. Not only can they not communicate anything with customers, they apparently can't make your home run off of solar either. We are nearly TEN MONTHS into this horrendous process and what we're left with is a subpar installation of equipment that is NOT OPERABLE. As for a desired resolution, I'd immediately like the installation to be completed, the system have the ability to power our entire house as promised, the interior drywall to be as it was before they destroyed it, the exterior vinyl siding to be correctly fixed, a full reimbursement for each month we pay on the note for the system.

Amount involved?	33500.00
How did you pay?	Other
Was this product or service advertised?	Yes
Where	Internet
What would you like the business to do?	I'd immediately like the installation to be completed, the system have the ability to power our entire house as promised, the interior drywall to be as it was before they destroyed it, the exterior vinyl siding to be correctly fixed, a full reimbursement for each month we pay on the note for the system.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jessica Powers
When did you make contact?	Phone, Email, BBB
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story
Attachments	
How many files are you uploading?	10
File #1	https://stateoftennessee.formstack.com/admin/download/file/13118359459
Supporting text about the file#1	Installation Agreement
File #2	https://stateoftennessee.formstack.com/admin/download/file/13118359462
Supporting text about the file#2	Panel Placement Image
File #3	https://stateoftennessee.formstack.com/admin/download/file/13118359464
Supporting text about the file#3	Small Sample of Debris in Yard
File #4	https://stateoftennessee.formstack.com/admin/download/file/13118359466

Supporting text about the file#4

Interior Drywall Damage

File #5<https://stateoftennessee.formstack.com/admin/download/file/13118359468>**Supporting text about the file#5**

Exterior Vinyl Damage Due to Solar Titan Moving ATS Box

File #6<https://stateoftennessee.formstack.com/admin/download/file/13118359470>**Supporting text about the file#6**

Whip Cable Prior to Relocating/Creating Additional Holes in Vinyl

File #7<https://stateoftennessee.formstack.com/admin/download/file/13118359472>**Supporting text about the file#7**

Exterior Vinyl Damage with Caulk to Fill Improper Cuts

File #8<https://stateoftennessee.formstack.com/admin/download/file/13118359474>**Supporting text about the file#8**

Trenches Filled with Mulch

File #9<https://stateoftennessee.formstack.com/admin/download/file/13118359476>**Supporting text about the file#9**

Incorrect Mulch Replaced Post Filling Trenches

File #10<https://stateoftennessee.formstack.com/admin/download/file/13118359478>**Supporting text about the file#10**

Incorrect Mulch Replaced Post Filling Trenches

Attestation**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:
Browser:
Unique ID:

July 29, 2022 4:43 pm
Mobile Safari 15.6 / iOS
991561521

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Bennie Pandorf Jr.

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 10000 Florence Rd.
Smyrna, TN 37167

Complainant Phone (615) 984-9065

Complainant Email bkpan8@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville , TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email salesforce@solartitanusa.com

About the Incident**Incident Date**

Jul 29, 2022

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

We purchased a solar system for our home on March 18 for just under \$60,000. The system was installed w/in about a month, but as of now we still do not have a functioning system despite repeated attempts for service and support. Our recent attempts for assistance have received no response. Below is the bulk of an email sent to the company with dates as well as some of our service requests.

The following is a chronological list of my correspondence with Solar Titan USA staff since late April:

1. Installation of the main system panels and electrical was mostly completed by April 26, 2022. At that time, the Solar Titan USA crew (Andrew) told me to expect an email regarding inspections that are required to complete the system startup.
2. We did receive an introduction email from Tim Suddoth at MTE on March 30, 2022. Since more than 2 weeks had passed since the Solar Titan USA crew had left, on May 15, 2022 (approximately 2 weeks after the last Solar Titan crew left), I called Mr. Suddoth. He reviewed his files and told me that he had not received any requests for an MTE inspection for our project. He also recommended that I call the Town of Smyrna first, because he cannot inspect until their inspections are completed.
3. On May 15, 2022, I called the Town of Smyrna and they said that they had not received any requests from Solar Titan to inspect our project.
4. On May 15, 2022, I called Solar Titan USA and they did not know the status of inspections. They did not seem to know that the Town of Smyrna needed to inspect the installation. This was bothersome that I had to be the one to discover this requirement.
5. On May 20, 2022 I texted Paul Jack for assistance. He responded on May 21 and he said that he'd try to get us some answers, but there was no response or change in service level.
5. On May 25, 2022 a Structural Engineer contacted us and inspected our roof framing, presumably to satisfy one of Town of Smyrna's permit requirements.
6. On June 9, 2022 I called Solar Titan USA to get a status and spoke with Courtney. She did not know the status of the inspections and could not give me a timeline or the next steps to completing all of the inspections.
7. On June 10, 2022 I sent Paul an email with the status of items 1 through 6 above and there was no response or change in service level.
8. On June 16, 2022 I sent Paul a text to follow up on the June 10 email. Paul replied that he would get back to me, but there was no response or change in service level.
9. On June 22, 2022, I call and left a voicemail with customer support for a status, but there was no response or change in service level.
10. On June 22, 2022, I sent Paul a follow-up text that I had contacted customer support, but there was no response or change in service level.
11. On June 28, 2022, I sent Paul a follow-up text, but there was no response or change in service level.
12. On July 5, 2022, I contacted the Town of Smyrna and they informed me

that there were no permits applied for my address.

13. On July 5, 2022, I contacted Solar Titan USA and spoke with Amy and informed her of the lack of permits. She was apologetic and said that she thought that there was an issue with a tax document and that she would get back with me, but there was no response or change in service level.

14. On July 14, 2022, I called and left a voicemail for Amy, but there was no response or change in service level.

15. On July 18, 2022, I sent Paul a courtesy text to let him know that I would be sending this summary email, but there was no response or change in service level.

Note that our initial agreement was signed on March 18

Amount involved?	59500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Currently
Where	Online
What would you like the business to do?	Provide a functional solar system
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Paul Jack, Amy, Courtney
When did you make contact?	Multiple dates
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Paul Jack
Job Title	Salesman
Phone	(615) 319-3613
Email	pauljack@solartitanusa.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: July 16, 2022 11:59 am
Browser: Chrome Mobile 103.0.5060.71 / Android
Unique ID: 986658618

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Klepper Timothy P Klepper

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 650 Buck Mountain Trail
Cookeville, TN 38506

Complainant Phone (931) 704-2733

Complainant Email dabryant02@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peter's Rd
Knoxville , TN 38506

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email dabryant02@yahoo.com

About the Incident

Incident Date	Jun 16, 2021
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>We signed a Solar contract in April 2021 with Solar Titan USA for \$78,000. They installed the solar panels in June 2021 we started making payments in August 2021, we still have a non functioning system. We have failed numerous inspections with upper Cumberland Electric and TVA. We have contacted Solar Titan by phone and email numerous times about the failed inspections and non functional system and they will not respond. We are currently paying \$300 monthly for electric and an installment Bill of \$387 monthly which will increase to \$548 in August. We would like for this facility to be held accountable for selling a system and never finishing the installation. They have received the funds for a completed job so they have no motivation to finish the installation. Our utility company has tried to contact them numerous times as well to no avail. Please help us get our money back or make them be held responsible for their product. I have made several complaints to the BBB tho no avail. Solar Titan promised we would be exchanging our electricity bill for a solar bill. They told us we purchased enough panels to make more than enough energy and we could sell the the unused power back to our electric company. We have found this is not accurate. Enough of their lies. Hold them accountable and don't let them lie to anyone people.</p>
Amount involved?	78000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	Refund our money or make the system functional
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Numerous people, Brock, Krissy, christina
When did you make contact?	Weekly
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Larry Fleming
Job Title	Upper Cumberland Electric
Phone	(912) 704-1619

Email

lfleming@ucemc.com

Have you or the business filed a lawsuit No
regarding this complaint?

How did you hear about the Division of Social media
Consumer Affairs complaint program?

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness
of the content.



Submit form to:

Consumer Complaint Form
Division of Consumer Affairs
Tennessee Attorney General's Office
P.O. Box 20207
Nashville, TN 37202-0207
(615) 741-4737 Phone
Consumer.Affairs@ag.tn.gov

(Departmental use only)

Received in office:

RECEIVED

JUL 5 8 2022

TN Attorney General's Office
Division of Consumer Affairs

Section I: How Do We Reach You?

Your Contact Information

Please print clearly or type. All fields marked with an asterisk (*) are required. Provide as much information as possible.

*Name: Hugh W. Allison
*Address: 6312 Strawberry Plains Pike
*City: Knoxville *State: Tenn *Zip: 37914
*(Tennessee Residents only) County: Knox
Phone: Home () Cell (865) 337-0214 Email:
Best Contact Time: Evening 12 to 5

Section II: Who is Your Complaint Against?

Business Contact Information

*Business Name: Solar Titan USA
Contact person: Sam Vanhousen Territory Sales Manager
*Address: 414 N. Peters Rd.
*City: Knoxville *State: TN *Zip: 37922
Phone: (865) 392-1036 Fax: ()
Email: Website address:
Type of product or service: Solar Panels Install

Section III: What Happened?

Details of Incident

*Amount Involved: \$ How did you pay? Check 2-month *Date of transaction: 6/13/22
Choice Target Insurance \$37,628.07 Loan Amount \$0,500.00 Sent \$573.08 for 2 month
*Have you contacted the business about this complaint? With whom did you speak/when: Matt Jurec
They sent me a bill for 2 months
*What are you asking the business to do? Ask the loan Co. to void contract
*What did the business do? Nothing
List all agencies you have contacted about this complaint:

*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO

Was this product or service advertised: Yes If YES, when and where? Facebook and Phone
Please provide a copy of the advertisement if it is available.)

*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

Feb. 16 2022 Sales Appointment

Sales lady Kylee Roberts & Sami Vanhook Sales Manager
said that with the solar panels my Elec. Bill would
be gone except base rate of \$25.00 Utility & Water Bill
& Gas Bill that the solar panels would eliminate
my Elec. Bill except for the base rate of \$25.00
I still had Elec. Bill over \$300.00 A month
Panels installed March 20, 2022 Elec. Instal for Panels
around April 11 2022 The Elec. Meter was changed
May 4/ 2022 Electrical inspection May 18 2022
Solar Panels turned on April 18 2022
June ~~2022~~ Bill was \$311.55
May June Bill 317.28 Still paying high Elec. Bills
April 9321.41 plus paying Mosaic for loan
March 311.19 Payment of \$292.65
Feb \$254.93 I called Charles with Mosaic on 7-19-22
about all this changes. My new Elec. B. 7/19/22
that I couldn't afford to pay Mosaic
~~Section IV: Automobile Complaints~~
(Required information for Automobile Complaints Only)
but this much a month with still high
Elec Bill \$592.65
Month

*Year: 2022 *Make: The Sales Manager & Sales lady *Model: Not getting any benefit
*Vehicle Identification Number (VIN): All I live and a
Misrepresented the truth fixed income
Social Security

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

*Signature: Heidi W. Allison *Date: 7-25-22

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☒ 60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years? ☐ YES ☒ NO

If yes, please state against whom: _____



Submission Time:
Browser:
Unique ID:

July 15, 2022 5:15 pm
Chrome 103.0.0.0 / Windows
986497911

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Michael Thomas Martinez LoCurto-Martinez

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 5514 Golden Gate Rd
Knoxville, TN 37918

Complainant Phone (865) 687-2564

Complainant Email eglocurto@gmail.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 Peters Rd
Knoxville, TN 37918

Respondent Phone (865) 392-1036

About the Incident

Incident Date Jul 15, 2022

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

Solar Titan installed their panels on or about 10/26/20 for a total of \$46,000. Solar's documentation states that there will be a 70% to 100% savings on our electric bills. We have had NO reduction in our bills. KUB says that Solar Titan never filed the required paperwork; Solar Titan says KUB should be receiving our solar energy and reducing our bill. Solar Titan workman have come out twice and told us that everything is working properly. No one seems to know what is wrong. According to our electric bills, we should have saved between \$1,426.43 to \$2,037.75. I have sent a letter to Kevin Ogle at Solar Titan and a registered return receipt request to David Williamson, CEO, of Solar Titan in Mesa, AZ. Repeated attempts to reach someone has been met with mixed success. We have filed a complaint letter to Solar Titan in Knoxville and a registered return receipt letter to David Williamson, CEO, in Mesa, AZ. Additionally, we need to have our roof replaced (obviously panels need to come down and back up). As of this date, we have not heard from Solar Titan on how much it will cost to do this so our new roof can be installed. This company promises a lot but delivers nothing (other than solar panels which have resulted in no savings on our electric bills).

Amount involved?	46000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	in early 2020
Where	TV
What would you like the business to do?	Fix the problem so we get credit on our future electric bills. Reimburse us for the \$2,037.75 for electric bills already paid. Deliver a quote for removing and reinstalling the panels. If they cannot provide quality service and fix these issues, Solar Titan can remove and keep their panels, reimburse us the \$2,037.75, reimburse us monies already spent on the \$46,000 loan, and liquidate the loan.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Kevin Ogle
When did you make contact?	Numerous times
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13048527521>

Supporting text about the file#1 Letter is self explanatory.

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: July 15, 2022 1:45 pm
Browser: Chrome 103.0.0.0 / Windows
Unique ID: 986410170

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Sarah Reed

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 183 Crystal View DR NW
Cleveland, TN 37312

Complainant Phone (423) 381-7600

Complainant Email snotus816@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 North Peters Rd
knoxville, TN 37922

Respondent Phone (865) 392-1036

About the Incident

Incident Date Feb 04, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

ON 2-4-22 Timothy Wynn with Solar Titan USA came to our house and spoke to use about installing solar panels. We were told the system would be fully operational within a few months and that our savings would be 70%. As a consumer with a high power bill this sounded like a great choice to make. We agreed and signed all the paper work on 2-4-22. On 2-10-22 a crew came over an installed the solar panels on the roof. 3-9-22 the electricians came over they didnt call as we were told by solar titan that they would. On 5-10 payments were starting with Mosaic. on 5-11 a technician came over to replace a 40 amp breaker he didnt have the necessary part and ended up going to home depot trying to buy whatever the part was that he didnt have, home depot didnt have the part he needed and someone else would have to come out to repair the problem. on 5-16 the inspector with the state came out and said everything seemed to be working correctly. from 5-16 through 6-6 we made numerous calls and got no where with this company. 6-6,6-9,6-10 we had technicians come out and each time it was the same thing, they would open the panel up and look at a few things and say they couldn't fix whatever issue we were having. each visit lasted less than 30 mins. by 6-10 I had enough and I called Solar Titan and told them I wanted the panels off my roof, not only was I paying for s system that wasnt operational but I was missing work to be here when the technicians came to look at the problem they couldnt fix. I spoke to Jessica Powers and she promised that another team could be out on 6-13 to correct the issue and have the panels operational. She also said they could reimburse us for the payments we already made and the time we missed work. We did receive a check for the two payments we made to the loan company, however our time missed working was never compensated. on 7-1 out system indicated that we have a pv link failure. We called Generac who informed us we would need to call and speak to Solar Titan. On 7-5 I called and spoke to Cheyenne with solar titan and was told that NovaSource did all the repairs to Generac she also told me that they wouldnt call the would just show up. I called Generac back and was able to fin out that was not true, that infact the do make appoints and will call first. I called Nova source and was able to set up an appointment for 7-20 for someone to come out and replace the damaged pv links. I have several emails that I sent to Jessica Powers and Tashaya holland and never received a call back or an email back.

Amount involved?	55500.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	I would like what I am paying for that their sales associate told us we would be getting. If the service that was promised cant be delivered then either there needs to be a price reduction or they need to come get all of their equipment and give me my money back

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? jessica powers 6-10(EXT-214) arshawn (not sure about the spelling) numerous times(EXT-147) Cheyenne 7-5 ,7-15(EXT-317) Tashaya Holland (the week of June 10th) (EXT-378)

When did you make contact? numerous

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Word of mouth

Attachments

How many files are you uploading? 6

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13046551520>

File #2 <https://stateoftennessee.formstack.com/admin/download/file/13046551521>

File #3 <https://stateoftennessee.formstack.com/admin/download/file/13046551523>

File #4 <https://stateoftennessee.formstack.com/admin/download/file/13046551525>

File #5 <https://stateoftennessee.formstack.com/admin/download/file/13046551527>

File #6 <https://stateoftennessee.formstack.com/admin/download/file/13046551528>

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: July 11, 2022 8:59 am
Browser: Chrome 103.0.0.0 / Windows
Unique ID: 984639071

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Derek Greenamyre
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	149 Cedar Circle Powell, TN 37849
Complainant Phone	(303) 868-7621
Complainant Email	dgreenamyre@yahoo.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 M Peters Rd Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036

About the Incident

Incident Date	Jul 11, 2022
---------------	--------------

Category

33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

Give a complete statement of the facts, with dates

In March of 2022, we signed a contract with Solar Titan usa to place a 4.5kw solar system on our roof along with 9 batteries, which they did complete. However when asked to provide a full contract to us, they have since not given us one. Further, the solar system is not activated yet and we are being charged a monthly fee for the contract signed by their referred finance company Mosaic for an amount higher then what we agreed upon.

Our stated amount was to be \$183 a month and we are being charged \$207. When calling Solar Titan USA customer service number we are always referred to someone from financing that is always either sick, on vacation, on holiday or never there. We leave messages and never get a response back. We are requesting help! We either need to be out of contract and solar equipment removed or Solar Titan needs to honor their end of bargain and get us what they sold to us up and running.

Thank you for your time!

Amount involved?

37000.00

How did you pay?

Other

Was this product or service advertised? Yes**When**

All the time

Where

Online

What would you like the business to do?

Requesting business resolve our complaints with either as stated above, honor contract with Solar system running producing power as advertised, the agreed amount of \$183 a month agreed upon charged to us instead of \$207. Lastly if they cannot do this, then request to remove us from contract and remove entire system.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Customer service

When did you make contact?

Once a week for last several weeks

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint? No**How did you hear about the Division of Consumer Affairs complaint program?**

Radio/TV/news story

Attachments

How many files are you uploading?

0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: July 9, 2022 8:55 pm
Browser: Chrome 103.0.5080.66 / Windows
Unique ID: 984318507

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Leslie T Widner

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 395 King Bend Rd
Cumberland Gap, TN 37724

Complainant Phone (423) 526-8361

Complainant Email lesliebrogan@hotmail.com

Respondent Information

Respondent Name Solar Titan USA / Ideal Horizon

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr (414 N Peters RD)
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Mar 08, 2021

**Give a complete statement of the facts,
with dates**

On 2/26/2021 we had a salesman here and agreed to purchase a 14-kW system. He assured us after looking at all of our electric bills that this is the system size we needed. He was questioned over 3 times if the system would RUN our whole house. He assured us it would. He was asked several times about having freedom to heat and cool our house as we wanted and not having to worry about cost. Again, he assured us we could set thermostat to 90 degrees in the winter and 60 in the summer. When I asked about power outages, he said we would have power when no one else did. I said, "so you mean my whole house can be lit up like a Christmas tree when everyone else is dark?" He said "Yes" He also informed us that there was a 26% tax credit and if we paid that back on the loan within 18 months our monthly payment would not increase. This is a false claim. We only received partial credit this year and will receive the rest next year. Which will be after the 18-month period so our payments will increase by about \$150 per month due to not having the full tax credit amount at one time. (False information)

He also assured me, after I asked several times regarding my electric bill, that my electric bill would be no more than \$30-\$40 per month \$50 max. (another false promise)

Installation started March 3, 2021. While I was asking questions about the system to the installers... one asked me what I wanted on my battery backup? I ask what he meant, and he said you get four 20-amp breakers for when power grid goes out. That most people put refrigerator/freezer and living room lights but not hvac. I made them stop insulation at that point and called my husband to make sure that we agreed to the whole house being solar.

After discussion and a meeting with the engineer and salesman they "gave us the whole home system." Even though that is what we bought and agreed to.

After a few months and a failed electrical inspection, the system was turned on June 16, 2021. After a month of the batteries depleting by dark even though my house faces SW with no trees or obstruction until sunset. I spoke with the engineer and expressed concerns about the system not being able to fulfill what was sold to us and ask if I could have the system removed.

I have a notebook full of notes on conversation after conversation with Solar Titan. Any complaint was always answered with "we gave you a whole home system" or "I pulled strings and I'll have someone out next week". They never bring the correct parts to come work on the system. Either they have parts for another job or didn't know that was a problem or no one told us that. After having the system for over a year I finally have access to the system when the power grid goes out. Before that I was without power like everyone else. (No need for battery backup if it doesn't work).

Phone calls are never returned. I waited over 5 months for them to call me

and give me an update on a Generac part they said I needed. If you want to talk to anyone you have to call every day and then they still aren't available.

On April 1, 2022, after talking with operations manager (Dale Rhoden) we asked to have a meeting with owners and salesman over not being satisfied and that we wanted the system removed. We asked Dale who we needed to complain to, and he said he was the person. He was the person I had complained to in October 2021. And was well informed on how unhappy we are with Solar Titan. He is also well aware of the empty promises the salesman made to us. The meeting never happened. And I have not spoken to him since. He's either on the phone, in an interview or not in the office and never returns messages. We also discussed get an additional battery to help with storage of the extra energy produced which we are losing. Before that was finalized, he wanted to get the Generac problem fixed and the ATS error. We also learned that the power offset paper we signed had additional handwritten information added after the salesman left here. But he DID NOT leave a copy with me. (Just another example of the lies and fraud they do.)

Service was scheduled and I was assured that they would have enough Generac "snaps" to replace all on my system. When service techs showed up at 1pm in the middle of June, they were only prepared to fix the ATS error.

I had to call back to see what the mix up was. They didn't call me to reschedule.

After some back-and-forth Solar Titan agreed to give us another battery. When I got the "letter" they wanted me to sign it said, "battery cabinet". I ask how many batteries this would include. Just the cabinet and an additional inverter. (NO BATTERY). I did not agree. They then said it was a mistake and they would give us a cabinet, additional inverter and ONE battery. Bringing our total number of batteries to 6. They would move 2 of my existing batteries to that cabinet. So, I would have 2 battery cabinets with 3 batteries in each and 2 inverters. They told us it would produce more energy. Per Missy. We questioned and they told us an engineer would have to talk to us about that.... Still waiting on that call, a week later.

I filed 7 or 8 different complaint cases with Mosaic solar loan company because Solar Titan had not provided the service I was sold, and Solar Titan always responded back with the project will continue. Solar Titan never reached out to me to see why I was filling these cases and according to Dale he was not aware of them.

At this time my system still needs all the Generac "snaps" replaced, the additional battery they promised, still have "error on two devices" on panel, and an electric bill of \$200. With no scheduled service in sight.

This company has not provided what we agreed to when the salesman sold the system, and they have horrible customer service. Definitely a fraud! They promise something they cannot provide!

Amount involved? 675000.00

How did you pay? Other

Was this product or service advertised? Yes

Where Internet

What would you like the business to do? Remove product and refund money

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? I have spoken to just about everyone there. Dale Rhoden, Missy, Ernie (no longer employee) Scotty, Samantha, Bre. Just to name a few.

When did you make contact? starting in mid June.

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Westley R

Job Title Mosaic loan operations

Phone (855) 746-7849

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: July 7, 2022 10:16 am
 Browser: Chrome 103.0.5060.66 / Windows
 Unique ID: 983515337

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Blair Gilbert Wooten
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	512 Noel Avenue Manchester, TN 37355
Complainant Phone	(931) 728-2860
Complainant Email	blair.wooten@yahoo.com

Respondent Information

Respondent Name	Ideal Horizon Benefits
Respondent Country	United States
Respondent Address - United States	800 S Gay St, #700 Knoxville, TN 37929
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Ph Extension	(865) 392-1036
Respondent Email	info@theidealhorizon.com

About the Incident

Incident Date Apr 15, 2022

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates On Friday April the 15th, 2022 I signed a contract with Solar Titan for a solar package to be installed. I canceled the contract (within the federal 3 day cooling off period) on Monday April 18th and sent it to the lender on a form provided in my packet. It had until Wednesday the 20th at midnight Pacific time. The lender is in Oakland, California. My signed and notarized document arrived at the lender at 1:07 PM, Tuesday April the 19th. Now the installer, Ideal Horizon Benefits, refuses to honor the canceled contract. They are in clear violation of a federal law.
Mr. Blair Wooten

Amount involved? 38500.00

How did you pay? Other

Was this product or service advertised? Yes

When All the time

Where Online

What would you like the business to do? Drop the contract, per my request

Is this an Automobile Complaint? No

Have you contacted the business? No

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Carol A Braun

Phone (931) 408-8607

Email sweetpiglet3555@yahoo.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: July 6, 2022 10:17 am
Browser: Chrome Mobile 103.0.0.0 / Android
Unique ID: 983121668

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Michael E Moore Michael Moore Moore

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 5808 Gourley Dr
Tallassee, TN 37878

Complainant Phone (865) 410-2004

Complainant Email 4memoorecool@gmail.com

Respondent Information

Respondent Name Solar Titan <

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville , TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email melisapreston@solartitanusa.com

About the Incident

Incident Date

Jul 06, 2022

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

On July 7 2021 I met with a sales representative at my home regarding purchasing solar power equipment for my home .He explained to me that the cost would be approximately \$30,000 however I was guaranteed to receive a \$10,000 tax credit which would drive the cost down to around \$20,000. So I signed up for their program. So around 2 weeks went by and the crew who installs the actual solar panels came and placed their panels on the roof.The power line/cord instead of being buried underground which is what the rep(A Mr William Cupp) said they would do draped it over the other side of the roof and down the side of my house,which not only looks bad but sure would decrease my home value. 2 weeks later the battery box/inverter install crew came to install that part of the installation,which was placed outside beside the existing electrical Utilities equipment. The lead foreman on this job then began to inform me that 'It had been explained to me that the batteries would not operate (charge or discharge) if the temperature fell below °40. That was not explained to me by Mr Cupp. So in reality the system is useless during the winter months or anytime the temp falls below°40.He(Lead Foreman) further explained to me that the system I purchased only covers 3 batteries and I would have to choose which 4 breakers I wanted to keep live in case of a power outage. I was totally shocked by this because Mr Cupp told me 3 kw batteries would supply my entire home.So at \$3,500 a battery I had to call Mosiac Finance (Solar Titans owned company) to add an additional \$7,000 to my already existing loan,which put me now in a different payment bracket which explained to me an additional \$500 to my already monthly payment of \$259. Now I'm on a fixed income and to stretch my budget that much per month is just totally impossible. So they get the installation completed and now they have to pass the States inspection which failed 3 times over a 5 month period which during this time the system isn't generated any power to my home because it hasn't been certified yet. Finally on November 27 2021 it passes the State Inspector and goes live. During the following months we have power grid failures (4) and the system did not kick in and take over producing power to my home during these blackouts. I've had other numerous problems with this system as well...In order to see what the system is producing and all the other systems checks WiFi is required, well their ethernet system failed twice and had to be replaced, the PV links failed and had to be replaced and so on and so on. This company is a total rip off and they take advantage of people, especially those who are elderly like me and should be brought to justice and face some form of consequences for their disregard of malice and slander.

Amount involved? 43000.00

How did you pay? Other

Was this product or service advertised? Yes

When Constantly

Where On the internet

What would you like the business to do? Pay me the \$10,000 I was promised. Reimburse me for the two extra batteries I had to purchase Remove any lien's. Place the battery box in my home to keep them operational at a higher temperature or build me a enclosed building around the battery box and give me two extra batteries because even with my current 5 batteries they drain in less than 5 hours9

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Melissa Preston especially

When did you make contact? To numerous to mention here...over the past year at least 30 times

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Rebecca Plank R Plank

Job Title Attorney

Email rebecca@lalawknoxville.com

Have you or the business filed a lawsuit regarding this complaint? Yes

How did you hear about the Division of Consumer Affairs complaint program? Word of mouth

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:
Browser:
Unique ID:

June 22, 2022 2:41 am
Mobile Safari / iOS
978475608

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Kenneth Miller A Miller

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1112 spearpoint drive
Hendersonville, TN 37075

Complainant Phone (312) 813-1475

Complainant Email kenmiller@big-mil.com

Respondent Information

Respondent Name Solar titan

Respondent Country United States

Respondent Address - United States 414 n peters rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email taylorphillips@solar titan usa.com

About the Incident

Incident Date Jun 22, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

Entered into agreement 8/03/2021 with Solar Titian for installation of solar panels on my home. The sale man asked me what I was looking to get out of installing Solar panels. I told him eliminate my bill he said done with this system.

That's is when the stories and delays started first one the panel installers came out with the wrongs panel lay- out because the looked at goggle earth picture and my home has had and addition added and they didn't know. After 3 weeks the came back to install and that group looked like they did want to work so one went up and walked around and said the roof had too much bounce I should get it inspected before have them installed. I paid and roofing company to come out inspect the roof it was fine. 2 month more they install the panels. 3 month later and 10 calls they came out and installed the battery and the controller and the electrical wipe that hung off house for over 6 months until one more series of calls they came back to connect it, Wow I'm done I Thought that crew did not connect the master breakers to the system . More calls 3 weeks new crew hooks up breaker leaving the main panel cover off but ok I think I'm close now been paying electric Bill and 38,500 for a Solar set up that's not working. So now I'm done I thought no I'm not. So more call more complaints asking about all this money I'm losing they offer me 750 for 4 months bills. But it came on an letter say I can Complaint or tell the public how bad of service I getting. So I went looking for the problem I found out they never had a PERMIT to do any of the work done here at my house. So more calls and now they tell me it's the local government fault that I don't have Solar.

????????????? . They will not give them the okay to turn it on. I have now found out that there are several people like me here in this community. The do the work to get the money and bail o connect the loan company I paid off the 38k to report it they say that Horizon.

Coach Ken Miller

Amount involved? 37500.00

How did you pay? Check

Was this product or service advertised? Yes

When Always

Where Internet, phone calls

What would you like the business to do? Remove and refund my money cannot trust them .There word is no good.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? jessicapowers@solartitanusa.com

When did you make contact? Over the past year 3 times a week

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other

Other: Local attorney

Attachments

How many files are you uploading? 2

File #1 <https://stateoftennessee.formstack.com/admin/download/file/12931656788>

Supporting text about the file#1 Trying to get permit after work has been done.

File #2 <https://stateoftennessee.formstack.com/admin/download/file/12931656790>

Supporting text about the file#2 Lied to company I paid that it a small problem they did illegal electrical work.

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: June 28, 2022 9:59 am
Browser: Chrome Mobile 103.0.0.0 / Android
Unique ID: 980593464

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Michael Moore Michael Edward Moore

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 11205 Outlet Drive
Knoxville , TN 37932

Complainant Phone (865) 392-1036

Complainant Email melisapreston@solar titanusa.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville , TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email melisapreston@solar titanusa.com

About the Incident

Incident Date	Jul 07, 2021
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	<p>On July 7th 2012 I met with a representative from Solar Titan to go over the procedures of installing solar power to my home. He informed me that I would need so many solar panels (16 I believe) and 3 batteries to completely power my home without using any power from my Utilities Company and the cost would be AFTER I received a \$10,000 tax credit. So within a week the installers came to put the system in. The lead foreman on the job asked me which 4 circuit breakers I wanted to keep live in case of a power outage? I asked him what he meant by that and he informed me that with only 3 batteries that wouldn't be sufficient enough to power my entire home. So I had to pay an additional \$7,000 (all this is being financed thru their own finance company @ %6 1/2). I oked the additional amount to my already bill of \$30,000 for the extra batteries. The sales rep didn't inform me that the batteries would not produce or charge at temperatures below °40 and I assume the installers thought I already knew this and me not having a garage and Solar Titans rules (not the states or power co.) installed the battery box outside my home beside the power meter just to make it easy on themselves. The State of Tennessee has to approve the installation before power can be turned on, however it took 3 months and 3 failed inspections to finally produce power on November 11, 2021. Since then I've had 4 power outages where the system didn't kick in and produce electricity, a failed ethernet box they supplied that never really worked, the PV links that connect the solar panels together were bad and numerous calls and complaints to them about other various problems I've had with their company and the below standard of quality of their equipment. The entire system needs to be updated or removed and, as I found out I don't qualify for a \$10,000 tax credit they promised me. I'm 68 years old and have PTSD after serving a tour of duty in Vietnam so I take medication which may have affected my thinking. I've always wanted a solar-powered system to not only do my part to cut back on Green House emissions but also to save some money as well, but I'm not only paying a whole electric bill which I've been informed I need 2 more batteries in order to lower my Utilities bill but I'm also making payments to their finance company called Mosiac. I also found out later Mosiac put a lien on my home as well (which, of course, he never informed me of) The sales rep (William Cupp ought to be a used car salesman because he sure did take me for a ride!)</p>
Amount involved?	42000.00
How did you pay?	Other
Was this product or service advertised?	No

What would you like the business to do?

Get all their equipment updated. Have the battery box moved inside so it's usable during the winter months. Reimburse me \$10,000 for this so called 'tax credit'. Pay Mosiac for the extra batteries \$7,000. Add two additional batteries free of charge. Have the power line to the unit placed underground-they just have it drapped over the roof. Remove the lien on my home and a apology for scamming an ol manwould be nice(not really necessary)

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Melisa Prston

When did you make contact?

Numerous times...at least 20 over the past year

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Word of mouth

Attachments

How many files are you uploading?

0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: June 16, 2022 10:29 pm
 Browser: Mobile Safari 15.5 / iOS
 Unique ID: 976914251

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Casey Robinson
Age Range	30-39
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	906 Fredricksburg Rd Mt Juliet, TN 37122
Complainant Phone	(615) 627-7757
Complainant Email	casey.wix@gmail.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville , TN 37922
Respondent Email	jaimemartin@solartitanusa.com

About the Incident

Incident Date	Jul 16, 2021
Category	40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

We had Solar Titan USA install panels after the salesman showed us how much it would save on our electric bill.

After 7 months they were installed and we started to make payments on our loan.

The communication is shotty, they're having to come to our home over and over STILL, they caused a leak in our roof and took so long to help get it repaired to move forward, now there are issues with parts through Generac. So our system only partly works.

It says it's producing power, but we are seeing absolutely no change in our electric bill.

We feel lied to, deceived and tricked and we warn so many people about using this company.

Amount involved?

50000.00

How did you pay?

Other

Was this product or service advertised? Yes

What would you like the business to do?

Remove the panels and patch any roof work/remedy removal. Take them with them and leave us alone

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Social media

Attachments

How many files are you uploading?

0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: June 10, 2022 12:26 pm
 Browser: Chrome 102.0.5005.63 / Windows
 Unique ID: 974687958

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	MARK OWEN BIGGS
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	11280 Highway 690 GARFIELD, KY 40140-5112
Complainant Phone	(270) 853-6134
Complainant Email	kymobiggs@gmail.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 North Peters Road Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	media@solar titanusa.com

About the Incident

Incident Date Nov 29, 1967

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

I purchased Solar services from this company in Feb 2022. They stated I would have Full Solar power in April 2022. They installed equipment in late April. Their trenching crew cut my underground electric feed to my Pool House on/about 12 April. Telling me that a repair crew would be onsite the next Monday (4/16). No one showed up. I made multiple calls to the company and no one would return my calls. I finally got the Chief Engineer, Dale Roden. Over 3 weeks later they scheduled to repair my underground line. Then they claimed they couldnt find the necessary parts to repair the line. I went on line on 25 May 2022 and found the part in a electrical Wholesaler 15 miles from my home. The workers showed up on 26 May 2022 with the part and repaired the damage. The senior worker called and sent text to the companys 6 department heads to know that my lines were repaired and that they neede to schedule my site for inspection and activation. On 1 June 2022, I had to start paying the loan for the Solar installation (\$52,000.00). I am also still paying electric bills because I still dont have any Solar service. I contacted the company, Solar Titan. I spoke with Jana and she told me that she couldnt schedule me for inspection because my site was still in the service side of the house. I then contacted Chief Engineer Dale Roden with this information via Text. He never responded. I called the company again and spoke with Hannah(supervisor for Customer SVC). She assured me she had taken care of the issue. Issue is not resolved. I have been communicating via text with Chief Engineer since 6 June 2022. He keeps telling me he is fixing the issue. On Wednesday the 8th of June he was going to call me right back. As of this time and date I have had no calls or text from him. I called the company today and asked to speak with the owner, Sarah Kirkland(sp). I was refused.

Amount involved? 52001.00

How did you pay? Other

Was this product or service advertised? Yes

When over the past year and current

Where Internet, print

What would you like the business to do? get my service operational. Reimburse me for the payments I have made while I was without the use of Solar as promised. Reimburse for Electric bills for April, May and June

Is this an Automobile Complaint? No

Have you contacted the business?	Yes
With whom did you speak?	Tiffany, Crystal, Hannah, Dale Roden
When did you make contact?	Over the past 4 months
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Becky Biggs
Phone	(270) 853-6152
Email	mojebbiggs@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: May 24, 2022 7:07 pm
Browser: Chrome 101.0.4951.67 / Windows
Unique ID: 968795977

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Mark Stephen Gardiner Gardiner

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 125 Limestone Rd
Elora, TN 37328-4215

Complainant Phone (770) 466-4252

Complainant Email stevie.gardiner@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd,
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date May 24, 2022

Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

Solar Titan installed our panels in December last year. About 6 weeks later the electrician came out and they installed the battery system and all electrical. It failed inspection by the state a week later. They only send people out when I complain.

Today, I called to find out what the schedule was to get everything finished. They promised to call me back before 5pm, and ofcourse, no call.

This is a total bullshit company and I cannot believe they are allowed to rip people off especially in Tennessee. All this time I have been paying Mosaic a monthly fee of \$205.73 for their finance service. Also, I have taken off work without pay numerous times for their people to show up but they never do. I am at odds as to what to do. I really prefer they come take their stuff off and refund my monies. I am sure they will not support their warranties.

Amount involved?

37000.00

How did you pay?

Other

Was this product or service advertised? Yes**Where**

Facebook

What would you like the business to do?

Refund my money and remove their equipment.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Numerous different people each time.

When did you make contact?

May 24, 2022

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Rita Gardiner

Job Title

Spouse

Phone

(931) 307-5536

Email

stevie.gardiner@yahoo.com

Have you or the business filed a lawsuit regarding this complaint? No**How did you hear about the Division of Consumer Affairs complaint program?**

Social media

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:
Browser:
Unique ID:

May 17, 2022 4:26 pm
Firefox 100.0 / Windows
966228038

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Brian J. Freeman

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 490 Ozone Trail
Rockwood, TN 37854

Complainant Phone (423) 432-4173

Complainant Email brian.frmn@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Road
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email sales@solar titan usa.com

About the Incident

Incident Date May 17, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

Entered an agreement in August 2020 to purchase a home solar system based upon a sales pitch that claimed our electric bill would never be above \$50. System was installed and made operational following an electrical inspection. Although the system operation seemed to be normal, the electric bills never decreased substantially and many complaints were made to the company. Eventually, the company agreed to provide a free battery as compensation for systemic problems, claiming that this would correct my issues. They issued a contract stating that I would receive the battery and installation free of charge. Months went by and the contract was never fulfilled. In December of 2021, I called to complain yet again. I was told that the company had changed battery suppliers and that their technicians had to be trained on installation of the new type. I was told to expect installation right after the Christmas holidays. This never occurred and no one at the company responds to my emails anymore. I have filed a complaint with the BBB, but this was to no avail. I have since sought assistance from an attorney, but do not wish to become even more financially burdened with this horrible company. I am currently paying an electric bill and a monthly payment for the \$26,000 loan required for the purchase.

I should note that my case is not an isolated incident. An expose was televised in Kentucky and I have been contacted by a Knoxville reporter asking me to appear on camera. There are probably 150 members of a Facebook group called "Solar Titan Screwed Us."

Amount involved? 26000.00

How did you pay? Other

Was this product or service advertised? Yes

When Continuously

Where Social Media

What would you like the business to do? Rescind the contract, remove the equipment, and restore my home to its original condition.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Many people

When did you make contact? Multiple times over the course of a year

Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Dana Freeman
Phone	(423) 304-6921
Email	dana.frmn@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other:	Attorney

Attachments

How many files are you uploading?	1
File #1	https://stateoftennessee.formstack.com/admin/download/file/12757031546
Supporting text about the file#1	This is the contract that was signed in July of last year. It remains unfulfilled.

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: May 16, 2022 12:11 pm
Browser: Chrome Mobile 100.0.4896.79 / Android
Unique ID: 965671214

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	John Richard Norton
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	613 COUNTY ROAD 2 CALHOUN, TN 37309-5018
Complainant Phone	(423) 331-8952
Complainant Email	jonathan37309@gmail.com

Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address - United States	11205 outlet drive Knoxville, TN 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	info@solarartitanusa.com

About the Incident

Incident Date	Oct 16, 2021
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	Installment of solar system. Contract signed last of October of 2021. Company promised the system would be up and running by the middle of December and now it's the middle of May 2022 and the system isn't steel not fully operable. Salesman stated first payment would not be made until the completion of the job. We started making payments at the end of December. After multiple attempts to obtain satisfaction of the completion of the job it's still not complete. When we did get the chance to talk to someone there was always promises made they would be here and fix the problems and time and time again they wouldn't show up and further calls had to be made
Amount involved?	54000.00
How did you pay?	Other
Was this product or service advertised?	Yes
Where	On the internet
What would you like the business to do?	I want another battery to complete my battery Bank and another battery Bank including batteries
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jessica Rile
When did you make contact?	Starting in December and ongoing
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading? 0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: May 16, 2022 3:42 pm
 Browser: Chrome 101.0.4951.41 / Windows
 Unique ID: 965768897

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	James Maynard
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	519 Wier Farm Way Pigeon Forge, TN 37863
Complainant Phone	(865) 591-1747
Complainant Email	MAYNARDSX4@GMAIL.COM

Respondent Information

Respondent Name	Solar Titan USA--Knoxville, Tn
Respondent Country	United States
Respondent Address - United States	414 North Peters Road Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	stefaniejones@solartitanusa.com

About the Incident

Incident Date

May 16, 2022

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

1: Solar Titan U.S.A. deceived us into installing solar panels onto our house.

2: Our salesperson, Jason Horton advised us, if we install solar that we would get back \$13,000 ($\$50,000 \times 26\% = \$13,000$) back on our 2021 taxes. My wife, Linda Maynard and I ask Jason several times if \$13,000 is correct. Jason stated, YES to the full amount of \$13,000 and will get the full rebates. That statement that Jason made is not accurate. We had to refinance our house

Facts:

Dec 7, 2021 and Dec 28, 2021-26% is based on amount of taxes you paid in. Our sale person do not explain it very well. Our sale person explain that would get all back--not true.

Per Turbo Tax, when I did our taxes, the Federal Solar Rebate is based upon how much you pay in taxes.

Linda gets Social Security (tax free) and I(James) gets Social Security Disability (tax free) and I also get a pension (which is taxable).

Solar Titan USA salespersons should never tell customers that a 26% rebate is a guarantee. Each salesperson has an income verification for each customer. Customers being on Social Security should be a red flag, they do not pay taxes. That is very misleading.

We will not get a full rebate of \$13,000 for 2021 taxes. If we would have been the truth, we would never sign up for solar.

Right now our payment is \$298.81, we have 14 months to repay the 26%, if not we pay yhe 26%, we to pay \$403.00. We are on a fixed income and we can not afford \$403.00 for 19 years.

Linda and I felt that we were lied to and we want our 26% and court cost paid by Solar Titan USA asap.

Also, our sale person looks at our electric bill and figure out how many panels that we need. Linda and myself ask the sale person several times if the system is big enough to handle the heat pump for two house during the winter and the sale person told to our faces "Yes". Well, that was a lied.

Furthermore, we wanted enough batteries to last all night. our sale person told us that 3 batteries would be enough. Well, other lied. 3 batteries only last about 1.5 hours

Amount involved?

50000.00

How did you pay?

Other

Was this product or service advertised? Yes

When	2014 and 2021
Where	face book and we had another sale person about 2 yrs prior
What would you like the business to do?	install enough batteries to last all night. Install free charge at least 9 more batteries and a cabinet I try call Solar Titan, no one will call be back.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Brain, Bennette, Stefanie and the front desk
When did you make contact?	from 2021 to 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Marshall Bowes
Job Title	next door neighbor
Phone	(865) 333-2832
Email	mail4bmb@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: April 11, 2022 9:58 am
Browser: Chrome 100.0.4896.75 / Windows
Unique ID: 951752374

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Brad Len Ballard

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 5844 Timber Creek Ln
Morristown, TN 37814

Complainant Phone (507) 429-2854

Complainant Email brad@gordiansknotllc.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr.
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension 227

Respondent Email melisapreston@solar titanusa.com

About the Incident

Incident Date	Sep 03, 2021
Category	06 - Personal & Professional Services/Health Club/Pest Control
Give a complete statement of the facts, with dates	<p>We purchased a solar system on September 3 2021. We were told that if we purchased a 4K system the estimated annual saves would be 50%-60%. It we purchased a 7K system the estimated annual savings would be up to 70%-90% savings. We chose the 7K system. We were told that the system would charge the battery and if power went off if we ran minimal appliances we could go a couple of day days on the battery. We were also told the at this time any extra power produced and put back into the grid we would not be paid for. But that was being worked on . I discovered the the program was discontinued in 2021. The system was finally commissioned on December 1st 2022. The battery wasn't charging. I was told by Generac the supplier of the battery thru Solar Titan that the battery would not charge below 40 degrees. So the battery its self would have to be 40degrees or above to operate. So when it got above 40 degrees the it might take hours for the battery to reach above 40 and start charging. I was told by Solar Titan that Generac was working on a fix and they hoped to have the fix by fall. It was offered to me to move the battery into my garage. I was not at home at the time so I decided to wait. I sent an email to Melisa Preston on February 28th 2022 requesting to arrange the battery to be installed into my garage when I was home in March. I have received no response. My system does not produce the savings that was promised. We were out of town from January 24th thru April 5th. No one was in the house. We had a minimal amount of energy usage heat, refrigerator, freezer and dehumidifier running. It produced about 47% of the usage and no one was living in the home. As of April 11, 2022 Our usage was 3.56 mwh, The power company provided 2.16 mwh and solar provided 1.69 mwh. This is not what I was told. The have paid me for damaging my dishwasher when the hooked it up to 240 volts after replacing the electrical panel.</p>
Amount involved?	47750.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	August 2021
Where	Facebook
What would you like the business to do?	Provide the needed solar panels to provide for my energy needs. Fix the battery problem.
Is this an Automobile Complaint?	No

Have you contacted the business? Yes

With whom did you speak? Melisa Preston, Kim

When did you make contact? Last time February 28, 2022

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Sherri Ballard

Phone (507) 450-8265

Email sherri@gordiansknotllc.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other

Other: Tennessee Better Business Bureau

Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/12552682343>

Supporting text about the file#1 Work sheet used during the presentation.

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: April 5, 2022 4:29 pm
Browser: Chrome Mobile 99.0.4844.88 / Android
Unique ID: 949725757

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Keith D Benton Benton
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	1485 Moriah Trce Auburn, GA 30011
Complainant Phone	(678) 313-9908
Complainant Email	kdbenton62@gmail.com

Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address - United States	414 N Peter's Rd Knoxville , TN 37922
Respondent Phone	(865) 392-1036

About the Incident

Incident Date	Jan 22, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

1/22/22 They told me I wouldn't have a electric bill . They told me that 4kw system would power my home ,my power company (Jackson emc) told me that it wouldn't. Now I will pay for the system and a power bill.

Amount involved? 27500.00

How did you pay? Other

Was this product or service advertised? Yes

When During the day

Where On the internet

What would you like the business to do? Either give a system that will power my home or take the panel off my home and cancel the contract.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? JOHN CARROLL

When did you make contact? 3/7/22

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Tony Binkley

Job Title President/CEO

Phone (865) 692-1614

Email tbinkley@knoxville.bbb.org

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other

Other: Tennessee bbb

Attachments

How many files are you uploading? 0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: March 30, 2022 4:19 am
Browser: Chrome 99.0.4844.82 / Windows
Unique ID: 947045304

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name CHARLES Michael SCHWABLE SCHWABLE

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 1622 LITTLE VINE RD
LITTLE VINE RD
Temple, GA 30179

Complainant Phone (404) 587-2792

Complainant Email charles.schwable@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd,
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email jessicapowers@solar titanusa.com

About the Incident

Incident Date	Mar 30, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>After several attempts to get solar, with deceitful practices and lies of 4 other companies, I had contacted Solar Titan USA. I had a follow up meeting with a salesman named Pete Peterson, he had brought a trainee, I can't remember that trainee's name, but he is my witness. On 9/8/2021 I signed agreement, After going through my property and discussing a 65% saving solar panel install which would have been \$58,600, I believe, he suggested a 90% saving or reduction of my current power bill at the time, \$71,500 system I went with. I was a on a levelized bill of \$356. Which he presented a mathematical equation based on 12 months= \$4428+ 8.1% annual utility increase X 10 years =\$44K, x 20 years \$88K so it seemed legitimate. Then after panel crew, tech crew, them commission on Dec. 15th, 2021, my first bill was \$194, then this past bill shot up to \$377, I went through the roof, because I also have a \$405 a month solar payment which balloons to \$557 a month in 15 more months, so I called Carroll EMC my provider and started asking questions of what the salesman told me of a 90% reduction in power bill, the customer service rep. with Carroll EMC said, no way, you never get that much off your bill. So here we are after the Fox5 ITeam did a report on this whole West Georgia area about solar scams, these solar companies target people in the rural community based on their lack of solar education. Now, I am a disabled Veteran on a fixed income having a financial nightmare based on a lie, misrepresentation, and false narrative. Plus, I have been severely over charged after speaking with ITeam reporter Randy Travis Fox5 Atlanta , the going rate is \$2.77 per kilowatt which would of came to around \$57K, I was charged \$71,500. So I expect arbitration and finding a consumer protection attorney on filing a class action lawsuit. Plus the tax incentive lie, it is tax credit not if you get a refund</p> <p>Charles Schwable</p>
Amount involved?	71500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	pop up on Google.com
Where	online
What would you like the business to do?	charge me the correct amount, 71,500 +6.29% finance from solar finance provider would be \$101,000 at 20 years, Georgia rate is \$2.77 per watt that would be \$33,240

Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	front desk operator
When did you make contact?	2 weeks ago,
Is there anyone else with firsthand knowledge of your complaint?	Yes

Enter their name	Randy Travis
Job Title	news reporter
Phone	(404) 546-6773
Email	iteamatlanta@fox.com
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
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Attachments

How many files are you uploading?	10
File #1	https://stateoftennessee.formstack.com/admin/download/file/12488994728
Supporting text about the file#1	agreement
File #2	https://stateoftennessee.formstack.com/admin/download/file/12488994730
Supporting text about the file#2	finance charges
File #3	https://stateoftennessee.formstack.com/admin/download/file/12488994732
Supporting text about the file#3	finance solar company contract

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: March 27, 2022 8:19 pm
 Browser: Safari 15.3 / OS X
 Unique ID: 946048459

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Randal Arthur Dahl
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	507 Lazy Lane Kingsport , TN 37663
Complainant Phone	(217) 369-5676
Complainant Email	dahlx4@sbcglobal.net

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville , TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	info@solar titanusa.com

About the Incident

Incident Date Mar 27, 2022

Category 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

Give a complete statement of the facts, with dates

On 11/20/2021 a Solar Titan salesperson came to our home and presented a Solar system for our home. We purchased a whole home system at that time. The panels were installed 12/02/2021. After that we tried and have had trouble getting return calls for over 60 days to get power source installed. Finally got through and had power source installed the end of February 2022. All I need done are a state and a local power company inspection so I can turn it on. To this date we can not get a call back or get them to answer the phone. We are paying on a loan for this system that we can not use. And must also pay our local power company at the same time. Solar Titan will not finish the job.

Amount involved? 44500.00

How did you pay? Other

Was this product or service advertised? No

What would you like the business to do? Finish the job

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Left messages. Will not pick up the phone.

When did you make contact? I've called twice a week since March 1st.

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Doris Dahl

Phone (217) 369-6868

Email dkdahl@illinois.edu

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? N/A

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time:
Browser:
Unique ID:

March 5, 2022 9:24 am
Chrome Mobile 98.0.4758.101 / Android
937627928

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Hoyt Hamilton Pell

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 265 baker road sw
Cleveland , TN 37311

Complainant Phone (423) 284-6596

Complainant Email pellhoyt@gmail.com

Respondent Information

Respondent Name Solar TITAN USA

Respondent Country United States

Respondent Address - United States Solar TITAN USA,LLC
11205 Outlet Drive
Knoxville , TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension 209

About the Incident

Incident Date	Jul 12, 2021
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	Since our solar panels were installed July 12 2021 by Solar TITAN USA they have not worked correctly and for all but one month not at all. On my receipt I was given after installed it said balance due 28,000. I was supposed to receive full paperwork from TITAN USA in a few days but never received, I finally received a copy after inquiring about it. When I received my paperwork TITAN had mosaic bank to finance 38,000. After numerous attempts to get this resolved with solar TITAN USA I still have solar panels that don't work because they said they didn't know how to repair them at this time but I have had to continue paying payments. I have also not been able to get them to correct the loan amount, it seems I am just being put off. They knew when they installed the panels that they didn't work because lots of other customers are experiencing the same problem as told to us by Solar TITAN USA and our lawyer. They installed them anyway without our knowledge of any problems.
Amount involved?	38000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	2021 is when I saw the add on tv
Where	TV
What would you like the business to do?	To remove the panels from my house and to replace the roof to original condition and refund my money back that I have paid. And I don't want my credit to show negative because of this loan.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Sarah D
When did you make contact?	Numerous times between July 2021 till March 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Merritt, Webb, Wilson & Caruso, Catherine PLLC Y Brockenborough
Job Title	Attorney at Law
Phone	(615) 251-8905

Email

tndocs@merrittwebb.com

Have you or the business filed a lawsuit No
regarding this complaint?

How did you hear about the Division of Other
Consumer Affairs complaint program?

Other: Catherine Brockenborough attorney

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness
of the content.



Submission Time: February 10, 2022 1:00 pm
Browser: Mobile Safari 15.2 / iOS
Unique ID: 929088914

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Shana Wheat-Taylor
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	42 Hattie Drive Lot 1 Fayetteville , TN 37334
Complainant Phone	(931) 993-2322
Complainant Email	taylorfinance2015@gmail.com

Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville , TN 37334
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	daleroden@solartitanusa.com

About the Incident

Incident Date Feb 10, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates I signed a contract with Solar Titan in June of 2021 with a promise of install in 6-8 weeks from signing. Since that time, they have been largely unavailable to speak with and fail to return emails or voicemails. They have failed inspection 4/5 times as of today on our install. We are making payments on a system that is not functioning. My complaint is much much longer and I will be happy to speak with someone concerning this situation.

Amount involved? 42500.00

How did you pay? Other

Was this product or service advertised? Yes

When 2021

Where Internet

What would you like the business to do? I want my system to be functioning and up to code. I want this company held accountable for the never ending run around and lies they tell.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Jessica Powers, Stephanie, dale roden, many more

When did you make contact? We have been contacting this company regularly through both voice calls and emails. I will get a list together of all the dates we have attempted to call them or have emailed them.

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Carl Taylor

Phone (931) 993-2344

Email carlbttaylor1968@gmail.com

Have you or the business filed a lawsuit regarding this complaint? No

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: February 9, 2022 12:23 pm
Browser: Safari 15.2 / OS X
Unique ID: 928638877

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jude Thomas France

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1237 Fowler Ford rd
Portland , TN 37148

Complainant Phone (615) 574-8635

Complainant Email jfrance1951@gmail.com

Respondent Information

Respondent Name Solar Titan USA / c/o Jessica Powers

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville , TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension 214

Respondent Email jessicapowers@solar titanusa.com

About the Incident

Incident Date	Jul 15, 2021
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>We entered into a contract with Solar Titan USA and Mosaic finance company on July 13 2021. The installation began on August 3 2021. As of February 9 2022 our Solar system is inoperable. As of November 11 2021 it failed 6 different electrical violations by the State of Tennessee Department of Commerce and insurance State Fire Marshal. It was inspected by Marvin "Neal" Fisher, Jr Electrical Inspector 1, Middle Tn. His cell phone number 615 762 4226.</p> <p>My wife and I are on a fixed income and now paying \$518.00 for our electric bill. \$305.00 to Mosaic finance company and our January electrical bill was \$213.00. We expected we could afford the \$305 payment because the Solar system would Considerably cut our electrical bill to CEMC. Paying for something we don't have in my opinion is fraudulent! Especially when Solar Titan USA is seemingly dragging there feet and stalling to get us up and producing Solar electricity.</p> <p>I also filed a complaint with the manufacturer of this Solar system. Generac customer service on January 26 2022. Here is their phone number 888 436 3722. The complaint case number file is 8048705. They got Solar Titan out to our home to get 3 different breakers on their system working the very next day. Two of the breakers was my refrigerator and security system. Prior getting some out here to repair them was 8 days.!!</p> <p>We certainly appreciate your prompt involvement to resolve this mess.</p> <p>Thank you, Jude France</p>
Amount involved?	50740.00
How did you pay?	Other
Was this product or service advertised?	Yes
Where	Facebook also heard about it from my neighbor
What would you like the business to do?	I would like them to get the Solar system up and running efficiently!
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jessica Powers
When did you make contact?	I try to make contact with them a couple times or more per week.

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 28, 2022 1:12 pm
Browser: Firefox 91.0 / Windows
Unique ID: 924106331

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Thomas Robert Kolstad

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 119 Skiatook Way
Loudon, TN 37774

Complainant Phone (865) 231-0476

Complainant Email trkolstad@gmail.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 Peters Road
Knoxville, TN 37774

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension none

Respondent Email bernadettehammond@solar titanusa.com

About the Incident

Incident Date Jan 28, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

in the fall (September) of 2021 my wife and i engaged Solar Titan USA - Knoxville TN to install a 32 panel solar system on the roof of our home at 119 Skiatook Way in Loudon Tn 37774. The installation included the addition of Generac Solar batteries so the batteries would be charged during daylight hours and our home would operate after dusk on the energy stored in the Generac Battery back up system.

Initially the system once installed and activated worked well.

Late October of 2021 i noticed that NO power was going to the Generac batteries.... i started calling, texting Solar Titan in Knoxville and either did not receive any responses or a clerk would say "they are working on it"! Never a call and never any communication from "anyone in charge" at Solar Titan to let us know what was happening.

I contacted Scottie Burchfield via text numerous times as well as e-mailed Jessica Powers/ Missy

Suddenly today - Jan 28 we received an e-mail that was forwarded to us by Bernadette Hammond (Solar Titan Admin Assist). She was merely forwarding an email from Mr. Henry Colton - Market Development Manager - Mid Atlantic office of Generac - the email stated that "Generac' is currently looking into building a kit that would allow the battery system to operate in better lower temperatures... We are targeting this fall as a release date". it goes on to say that Solar Titan will keep you in the loop regarding next steps.

Amount involved? 70000.00

How did you pay? Other

Was this product or service advertised? Yes

When advertised on their web site / locally and nationallu

Where online when you search for solar systems

What would you like the business to do? Remove the system from our home and refund the \$\$\$ we borrowed

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Several people - Bernadette Hammond, Jessica Powers, Mike, Scottie Burchfield, David

When did you make contact? Jan 10 / December 20 / December 1 / November 30 / October 15

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 26, 2022 12:54 am
Browser: Chrome 95.0.4638.69 / OS X
Unique ID: 917359545

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Bethany Fancher

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 586 Joyce Lane
Nashville, TN 37216

Complainant Phone (718) 755-5361

Complainant Email Bethanyjeanld@gmail.com

Respondent Information

Respondent Name Ideal Horizon Benefits/ Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr.
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email sarah@solar titanusa.com

About the Incident

Incident Date	Nov 11, 2021
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Category	35 - Home Improvements/Home Repair/Home Warranties
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Give a complete statement of the facts, with dates

The timeline of events with Solar Titan USA

The sales pitch:

After meeting with sales representatives from Solar Titan USA (Titan) at my house, on October 19, 2021, I signed a contract with Titan for 4kw of panels and 9kw of battery storage for \$28,500 - half due at panel installation, and the rest when the battery system was installed and hooked up. During Titan's sales pitch, the sales representatives, Jacob Chinander, another man who was mentoring Jacob, and Paul Jack (Paul was called to be present on speaker phone), were selling the SolarEdge system, Generac battery and Q-cell panels. I was advised, the Q-cell brand panels had not only the best warranty, but are manufactured in the US. These details factored into my decision to pick Solar Titan USA. System size variables and the amount of my average electric bill were calculated by Titan to show me when the proposed system would be paid off. They said at most 30 years; however, it would be less considering inflation of electricity prices. 4kw of panels and 9kw of battery storage is not a huge system, but it is a significant investment for me, so panel quality and placement are critical. Titan prides themselves on working closely with customers to match their needs and bring them through the process.

The installation of panels:

Originally the solar panels had been scheduled for installation at 8am on November 12th, 2021.

On November 11th at 1:42pm, I received a call from the Solar Titan office asking if they can come a day early to install. They say the installers can get to my house by 3pm. I was home and agreed to 3pm. An installation crew member called at 4:22pm to say they could make it by 7pm, at most they said the work would take 2 hours. I questioned the lateness as I was very concerned about their ability to see and install the panels correctly. They assured me that it would not be a problem as they had a lighting system and that it was normal for them to work at night. They arrived close to 8pm. I was shown a form with a line drawing of my rooftop and where the panels were going. I pointed out that there is a tall tree at that end of the house (west end) where the panels were drawn in. They simply said they could move the panels over, they have the authority to make onsite decisions. One of the installers said they couldn't call the office to speak to the technician since it was after hours, but they decided it was fine to move them. They finished at 11pm. I'm paying by check, so as per agreement, half was paid at panel install; they took the check for \$14,250.

On the next sunny day when I could check how shade was hitting, I saw that they had installed the panels a significant distance away from the original drawing, in fact to the other end of the roof with many panels in the shade. I called the Titan office, but it was Saturday, so I left a message. On Monday, November 15th around 11:15am, I called again and was patched through to the Operations Manager, Dale Roden, and told him the installers came at night, installed the panels in a different location than on the drawing and several were in the shade. He said he would investigate and

get back to me. When I did not hear from him, I tried calling him several times. On Nov. 17th, I was told Dale would call me back within a day. I called again on November 18th, was connected to Dale's assistant who took notes about what happened and I was reassured that Dale would call me by the next day, Friday (Nov. 19th). Dale did not get back to me. No one from the Titan office contacted me. Concurrently, on November 22, the battery installers called to say they want to schedule the battery installation. I told them about the panel placement issue which has not been addressed, and the battery installers agreed that should be addressed before battery installation. Another week goes by, battery installers called again to schedule, and again I tell them no one from their company has addressed the panel placement issue. The battery installation gets put off again.

Panel review:

December 14, 2021, I received a call from Matt Kirkland, solar designer at Solar Titan USA. He said panel placement was reviewed and it was decided that they are in a comparable position to the original design for capturing sunlight. I asked what had the installers based their calculations on for placing the panels on the other end of the house. He said the installers have the authority to change panel placement on site if they deem necessary, but he wondered why they had not called him. I informed him that the installers were working in the dark between 8-11pm. Matt Kirkland sent me an email to follow up our conversation; in the email it says the panels are in an even better location than the original plan. The pdf also had details about the Generac battery and SolarEdge System and Hyundai panels. This is the first time I have become aware that Hyundai panels were installed on my roof, not Q-cell panels. While the contract does not specify Q-cell panels, I was verbally promised and it was a deciding factor in my purchase. A quick search on the internet shows a review of Hyundai panels described as, "They are a popular low-cost option for shoppers comparing solar quotes." I emailed Matt Kirkland back asking why I have Hyundai panels. I have not received any response to this question. I also emailed asking for the original design pdf, which he does send. It is dated October 20th, 2021, but I had never been sent this before.

No technician has ever come to my house in response to my inquiries in November and December. No pre-install inspection or after install inspection has been conducted, even though I reported that the panels were in the shade. No technician has been to my house ever actually. Diagram designs have been done remotely. It's not clear what or if other techniques became involved for updating the report and finding that the panels were actually in a better location than the first design.

Another call came from the battery installers, but at this point, I was working out of town, and wouldn't be back until December 22nd. They were pushy about installing on December 21st, even though I had told them I would be out of town. I left a message that I cannot be there on the 21st. I called the Titan office Monday the 20th and spoke directly to a staff person to make sure they received my message, and I was assured that the

message would get to the installers. Next day I got a call from the installers that they were at my house.

After signing the contract with this company, and after making many attempts to engage them in a discussion about their work, it has become clear that they do not intend to provide any of the quality of service and attention to detail they purport to embody. They have also proven to ~~conduct a blatant bait-and-switch of product and avoid any related~~ explanation. Reckless installation of panels, then saying everything is actually better than first designed, leaves me no confidence that care was taken in the first place other than tricking me to believe they are a legitimate company worthy of my investment. On December 29th, 2021, I received an email from Nashville Electric Service (NES), telling me they recently processed my application for solar. In that email are links to helpful resources for potential solar customers to get informed about solar. This application is supposed to be processed before equipment is purchased and installed. Solar Titan had me sign paperwork on October 22, 2021 to give them permission to submit the application on my behalf. They made a point to say they take care of everything! I thought (assumed) it was processed already, before the panel installation was booked, it is part of their step by step protocol described in their information packet. In this email NES has done a calculation of a system comparable to mine, but their estimate says the system pay off time would be approximately 54 years. This is a rather large discrepancy to what was calculated by the salesmen, not to mention the equipment doesn't last for 54 years. In this email there is a link to a page on the Tennessee Valley Authority website that has an interactive calculator for people to figure out costs of a proposed solar project. There is no option to include battery storage in the equation. I called The Tennessee Valley Authority to ask how I am supposed to calculate this. The answer is simply that the calculator causes more confusion because people have too many differing variables, and shade would be a variable too. I also inquired if there is oversight regarding solar companies, because I had gotten many quotes, differing wildly. Solar companies know how to capitalize on this confusion. I thought I had done my homework, but I did not understand the depth of investigation, and it is only after the fact that I know that an application to the power company should be reviewed and processed even before signing with a company. In this phone conversation with TVA, I learned about a program called Green Connect. It is for potential solar customers to sign up and use the online resource to learn about solar. There is guidance for the step by step process of proper assessment of your home to find out if solar is a good match, how to apply for interconnection with a system design before signing with a company, and there is also a referral list of 'vetted' companies to check out. In the phone conversation I learned that Solar Titan USA is on that list. I inform them that there is no mention of Green Connect in the information packet by Solar Titan USA, not on their website or advertising either. They find this odd because other companies use this connection to their benefit to show transparency and legitimacy to potential customers. TVA asked to be cc'd on my correspondence to Solar Titan

USA.

January 18th, 2021, I composed and sent an email to describe my grievances with Solar Titan USA addressed to the owner of the company, Sarah Kirkland.

And I cc'd :

Nathan Publow at NES Renewables
Shanell at Tennessee Valley Authority
Lakita at Tennessee Valley Authority
Dale Roden at Solar Titan USA
Matt Kirkland at Solar Titan USA
Shawna Helton at Solar Titan USA
Sara Dorismar at Solar Titan USA
Jeanie Boomershine at Solartitanusa.com
Jaime Martin at Solar Titan USA
Kristina Fauchaux at Solar Titan USA
Jacob Chinander at Solar Titan USA
Paul Jack at Solar Titan USA
Valerie Liotta at Swart Baumruk and Company, LLC

I also sent a certified letter to Sarah Kirkland and to another address I found as a business mailing address in Kissimmee, Florida. I can see by the tracking that the one sent to the Knoxville office has been forwarded with no other details. The one going to Florida just says 'arriving late' dated January 24th, no update on the 25th. Regardless, emails were sent, nobody has responded to those as of yet.

I got a phone message yesterday, January 24th, 2021 from Dale Roden saying he has a note to call me about the panel placement. The note from November? I thought when I reported my situation back in November that at the very least a technician would come to my house out of concern. I have learned since that most seasoned solar companies use a device called a Solmetric Suneye. It is a device placed on the roof that will read the landscape and show how shade will be affecting any calculation of sun energy. It makes a responsible reading, more so than a remote app. I don't believe Solar Titan USA has this expertise or interest, at least in my experience of them. Instead I was met with avoidance. There has been no response to the dissatisfaction email... I called back today, January 25th, and left a message for Dale, I also followed it with an email. The second line of the contract states: 'the System will be constructed and installed in a good workmanlike manner according to the standards of care and diligence generally practiced by solar engineering....' I think the contract is broken right there by Solar Titan USA.

I have more details, with dates and times of phone calls. Please contact me with any questions.

Amount involved?	14250.00
How did you pay?	Check
Was this product or service advertised?	Yes
When	I first saw it in March 2021
Where	social media, google searches for solar in Nashville, their website
What would you like the business to do?	I want Solar Titan USA to take back the panels/mounts installed, refund full amount I paid which is \$14,250.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Dale Roden , Matt Kirkland
When did you make contact?	November 15th, 2021, December 14th, 2021
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Lakita
Job Title	Admin. at Renewables at Tennessee Valley Authority
Phone	(866) 673-4340
Email	renewables@tva.gov
Have you or the business filed a lawsuit regarding this complaint?	No

Attachments

How many files are you uploading?	10
File #1	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108119764/917359545/108119764_1.emailphoto.png
Supporting text about the file#1	email: Matt Kirkland saying the panel placement chosen in the dark was better than original design
File #2	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108278788/917359545/108278788_2_email_photo.png
Supporting text about the file#2	Email from Bethany to Matt Kirkland reacting to finding out she has Hyundai panels, not Q-cell
File #3	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108278787/917359545/108278787_3.email_from_nathan.png

Supporting text about the file#3	Email from NES saying the application has recently been processed. Will take 54 years to pay off
File #4	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348028/917359545/108348028_5_email_from_tva.png
Supporting text about the file#4	email from TVA
File #5	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348056/917359545/108348056_the_contract.jpg
Supporting text about the file#5	The contract back.
File #6	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348064/917359545/108348064_solarprotocols.jpg
Supporting text about the file#6	piece of literature from the Solar Titan Info folder given at sales pitch.
File #7	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348070/917359545/108348070_12pma.jpg
Supporting text about the file#7	12pm shade on panels
File #8	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348084/917359545/108348084_1pma.jpg
Supporting text about the file#8	1pm shade on panels
File #9	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348087/917359545/108348087_2pm.jpg
Supporting text about the file#9	2pm shade on panels
File #10	https://s3.amazonaws.com/files.formstack.com/uploads/4319147/108348099/917359545/108348099_3pm.jpg
Supporting text about the file#10	3pm shade on panels.
Attestation	
Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: November 22, 2021 2:22 pm
Browser: Chrome 96.0.4664.45 / Windows
Unique ID: 890759467

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Bienvenido T Samson

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 195 Boat Dock Rd
Hartsville, TN 37074

Complainant Phone (615) 417-1699

Complainant Email btsmd@aol.com

Respondent Information

Respondent Name Solar Titan USA and Mosaic Loan

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville, TN 37932

Respondent Phone (865) 392-1036

About the Incident

Incident Date Nov 22, 2021

Category 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

Give a complete statement of the facts, with dates

On 5/6/21 my wife and I signed a contract to have a solar panel system installed at our home. The salesman also signed us up with Mosaic Loan to finance the project. He assured us that the project will begin in a few weeks. The loan payment was set on auto pay, to begin on 8/12/21 (\$406.70/month to start). Arrangements were going along until I was told that the electric company wants a liability insurance to cover them in case of damage and injuries due to the solar panel system. The salesman did not tell us about this. It took time to get the liability insurance because it was not a common policy. Eventually, the insurance policy was issued on 8/23/21 and the notice was sent by Erie Insurance to the electric company and Solar Titan. I called and emailed Solar Titan in August and September and left messages but did not get a reply. In the meantime, Mosaic was getting payment. I also needed to pay for the liability insurance. On Oct 7, I told Mosaic that the project had not started and I am unable to get any response to my calls so I am cancelling the project. I requested that they stop the auto pay. They promised that the account will close in November. However, autopay did not stop and I received an email from Mosaic on 11/18/21 saying Solar Titan is not closing the project and therefore autopay will continue. Please help. Thanks.

Amount involved?	1627.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	All the time
Where	Internet
What would you like the business to do?	Solar Titan to cancel the project, Mosaic to stop autopay and return all money collected sofar.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Secretary
When did you make contact?	10/7/21
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
Attachments	
How many files are you uploading?	0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: September 13, 2021 11:29 am
Browser: Chrome 90.0.4430.93 / Windows
Unique ID: 859697592

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Daniel Edward Napieralski Sr.

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 830 River Cliff Dr.
Kodak, TN 37764

Complainant Phone (865) 660-6752

Complainant Ph Ext 0

Complainant Email DapperDan128@aol.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension 0

About the Incident

Incident Date May 17, 2021

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates On May 7, 2021 2 salesmen came to my home to give information on a solar system for my home. They told me that #1. panels were made in the U.S.A. and it would eliminate my Knoxville Utility Board (KUB) bill other than my meter fee believed to be \$20.25 per month. My system was installed on may 17, 2021 and after waiting for State and KUB approval I would have a system that would be hardened against Electro Magnetic Pulse (EMP) and eliminate my KUB monthly bill except for meter fee.

After all the approvals and change of KUB meter. I was to have a full working system. After several computer glitches finally my system was running correctly.

I keep getting bills from KUB April \$112.80 / May \$112.19 / June \$144.26 / July \$149.73 / August \$147.90 / September \$147.90. I contacted Solar Titan USA and spoke with the engineer and he told me that I had a back up system not a primary system. After a large argument and several phone conversations and arguments in which I informed him that I ordered a primary system not a back up system, (I have a generator that works just fine for power outages). I also informed him that the original order was for 24 panels on my roof, I only got 22 panels (not price difference). I have tried to call and speak with the Head Engineer (new person) on three occasions (9/9/210947 hr. out of office will call when he returns. 9/10/2021 1038 hrs. out of office will return your call as soon as he returns. 9/13/2021 0914 hr, hasn't come into the office yet will call when he gets in. NO RETURN PHONE CALLS. I have contacted the finance company on several occasions Mosaic Financial (855) 746-4737 Complaint # 01633448. I have also informed them that my wife and I are retired living on a fixed income. My wife is also very ill.

Amount involved? 72000.00

How did you pay? Other

Was this product or service advertised? Yes

When Ads on local media

Where Cell Phone

What would you like the business to do? I would like resolved to get enough batteries or proper equipment to have a full power system at no additional cost to me.

Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	several office personal
When did you make contact?	several times
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Kim S Myre-Napieralski
Job Title	retired
Phone	(865) 660-6753
Email	Gramabear5@aol.com
Have you or the business filed a lawsuit regarding this complaint?	No

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: July 21, 2021 6:52 pm
Browser: unknown / unknown
Unique ID: 838210796

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Linda Ann Wolfenbarger

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1990 Victoria Lane
Alcoa, TN 37701

Complainant Phone (865) 924-1502

Complainant Email lindawolfenbarger@yahoo.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville, TN 37932

Respondent County Johnson

Respondent Phone (865) 392-1036

Respondent Email Jason@solar titanusa.com

About the Incident

Incident Date	Jun 16, 2020
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	June 16, 2020 When the salesman for SolarTitan approached me about buying solar panels, I was told that any electricity my solar panels generated that was not used by my home, would be sent to the electric company grid, then I would receive credit on what electricity I was buying from the local electric company for electricity I need that night. After I bought the solar panels and they became operational, I learned that even though the overage was sent to their grid, I was not credited for it. So, in essence, I had to buy back the extra electricity my panels generated that day. When I complained to the local electric company (City of Alcoa Utilities) they told me there was no set-up that allowed such credit to be given to me. I would not have bough the solar panels if I had known that.
Amount involved?	16475.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	May 2020 my friend told me about it. Not sure where he saw the ad, but I have since seen an ad on Facebook.
What would you like the business to do?	Since the electric company is not set up to give me credit, I don't know what they could do except supply one of those expensive batteries to me so I can capture my extra watts and use them at my house.
Is this an Automobile Complaint?	No
Have you contacted the business?	No
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	George Purdy
Job Title	friend, owner of a trailer park
Phone	(856) 405-1327
Email	gpurdy1997@msn.com
Have you or the business filed a lawsuit regarding this complaint?	No

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: July 19, 2021 12:54 pm
 Browser: unknown / unknown
 Unique ID: 837243400

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	George W Purdy Jr
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	George Purdy 2941 Northlake dr. Maryville, TN 37801
Complainant Phone	(865) 405-1327
Complainant Ph Ext	8654051327
Complainant Email	gpurdy1997@msn.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	800 South Gay St. suite 700 Knoxville, TN 37929
Respondent County	Knox
Respondent Phone	(865) 392-1036

About the Incident

Incident Date Jul 19, 2021

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates I found an item in the first stimulus package about going solar. I called and Solar Titan USA called back set up app. Told us and many of our friends and church congregation how much money we would save over the next 10 years. and that we would not get another light bill. Also that we would be set up on the TVA ppp power buyback program to sale our excess power. First lie We have received a light bill every month. with no credits showing on our bill. second lie. We were never set up on the TVA program nor were any fees paid to Alcoa utilities for the paperwork which they say they filed on our behalf. constantly stalling and telling the same lies over and over. third lie. we were sold a 6kw unit and told that we were generating more power than we needed. The utilities board told me that based on my current usage which had not changed since the installation that I needed a 20kw unit. contract calls for mediation of any complaint. Only the one person responsible for setting up mediations refuses to return my calls. they even came out after 6 months and said that I needed to cut down my trees to get more sun. I reluctantly agreed. They cut down 6 big trees and I havn't any change in my light bill. This month I received a 300.00 light bill.

Amount involved? 26000.00

How did you pay? Credit card

Was this product or service advertised? No

What would you like the business to do? refund our money since the system did not do what was promised.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Ernie the Production Manager

When did you make contact? June 4 2020

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Ron Wilson

Job Title Self employed

Phone (865) 388-7156

Have you or the business filed a lawsuit No
regarding this complaint?

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Online Complaint Summary

10/12/20 4:01 PM

Page 1 of 3

Board: **Consumer Affairs**
License Type: **Consumer Affairs Complaints**
Complaint Number: **C202008053**

Incident Date: **03/14/2020**

Respondent

Organization Name: **Solar Titan USA**
Address: **800 South Gay Street**
Suite 700
Knox
Knoxville, TN
37929
US
Phone Number: **865-766-4050**
Extension:
E-mail Address: **sarah@solartitan.usa**

Complainant

First Name: **Nichole**
Second Name: **Meshon**
Last Name: **Cassidy**
Address: **35 Woodcrest Drive**
Greeneville, TN
37745
US
Phone Number: **423-470-2430**
Extension:
E-mail Address: **nicholem.king@gmail.com**

Complaint Details

Are you an active duty service member,
military dependent, or retired from active
duty military service? **No**
Age Range **40-49**
Category **Other Not Listed**

Give a complete statement of the facts, with dates.

3-14-2020- Jason Horton, salesman from Solar Titan, visited our home regarding solar panels. He reviewed electric bills from Greeneville Light & Power, discussed savings with use of solar panels, \$7500 tax credit on next tax return with purchase of solar panels. He calculated the number of solar panels we would need to reduce our electric bill. Mr. Horton said GL&PS was a participant and there was also TVA buy back for power produced by solar panels above what our household consumed. The contract was signed electronically to begin the installation and financing through Mosaic. Mr. Horton told us this was a turn key operation and nothing more for us to do- Solar Titan would take care of all permits and inspections, building and otherwise. He gave us a paper with tentative timeline of installation and TVA contact and Solar Titan welcome call. We were never contacted us as he said they would.

4-10-2020- Installers were to begin work between 9-930am and did not show. James Cassidy, my husband, called Jason Horton and Sarah Kirkland multiple times to discuss rescheduling.

4-24-2020- Installation began. Installers came multiple days, weeks apart to complete the work. Mr. Horton told us the work would be completed and solar panels operational in 2 days.

7-27-2020- James Cassidy called Mr. Horton and Sarah Kirkland when electric bills were not reflecting a reduction from power produced by solar panels. Mr. Horton told us he was waiting on a call from the solar engineer at GL&PS. James spoke with the Energy Services Coordinator at GL&PS, Brent Dugger, who said they do not participate in TVA buy back and the program was phased out 3 years ago. A GL&PS inspector did inspect the panels and all electrical work.

Solar Titan (Sarah Kirkland, Jason Horton) have since stopped taking our calls. We have made more than 17 calls to Solar Titan. We have made 3 reports with Mosaic, the financing company, and numerous calls to GL&PS to resolve this issue.

Solar Titan supervisor, Mike, told my husband that since the panels were producing power, there was nothing more they could do.

Amount Involved	\$29,250
How did you pay?	Other
Please explain Other Method of Payment	Financing through Mosaic- \$42,000 with all interest
Was this product or service advertised?	Yes
If YES, when and where? (Please provide a copy of the advertisement if it is available.)	internet
What would you like the business to do?	remove panels and make repairs to roof as needed and refund payments/ debt from loan
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jason Horton, Sarah Kirkland -Solar Titan, Brent Dugger- GL&PS, Bronson at GL&PS, Mosaic
When did you make contact?	multiple times since 4-10-2020 through 10-7-2020

412

Is there anyone else with firsthand knowledge of your complaint? **No**

Have you retained an attorney in reference to your complaint? **No**

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content. **I Agree**

Attachments

Image File Name: **Solar Titan Letter.pdf**
Image File Name: **Loan agreement.pdf**
Image File Name: **What to Expect- Solar Titan.jpg**
Image File Name: **Solar Titan back of Installation Agreement.jpg**
Image File Name: **Solar Titan Installation Agreement.jpg**

Confirmation

You have successfully submitted your complaint to the Tennessee Department of Commerce and Insurance and have been assigned complaint number C202008053. Please maintain this summary for your records.

This complaint will be handled in accordance with the Division's standard policies and procedures. Further, please be advised, this office cannot give legal advice. If you feel that you need legal assistance, please contact private legal counsel. A guide to free or reduced-rate legal services is available through the Tennessee Administrative Office of the Courts. Thank you for bringing this matter to our attention.